

[illegible]

Program	194-S							
Title:	Veterans Health Benefits Survey Mailers							
Department:	Veterans Affairs							
Term:	Beginning and ending 01-31-14							
			THE PRINT HOUSE		SHEER GRAPHICS INC.		WBC INC, D/B/A LITHEXCEL	
		BASIS OF	Brooklyn, NY		Westmont, IL		Albuquerque, NM	
ITEM NO.	DESCRIPTION	AWARD	UNIT RATE	COST	UNIT RATE	COST	UNIT RATE	COST
I.	COMPLETE PRODUCT:							
	Per Complete Mailer.....							
(1)	Makeready and/or Setup	12	400.00	4,800.00	216.00	2,592.00	230.00	2,760.00
(2)	Running Per 100 Copies	204	39.71	8,100.84	171.22	34,928.88	96.00	19,584.00
	CONTRACTOR TOTALS			\$12,900.84		\$37,520.88		\$22,344.00
	DISCOUNT		0.25%	\$32.25	1.00%	\$375.21	1.00%	\$223.44
	DISCOUNTED TOTALS			\$12,868.59		\$37,145.67		\$22,120.56
				AWARDED				



U.S. GOVERNMENT
PRINTING OFFICE
KEEPING AMERICA INFORMED

WASHINGTON, DC
www.gpo.gov

February 26, 2013

AMENDMENT NO. 1

RE: PROGRAM 194-S

SPECIFICATIONS AMENDED

Bid opening date is extended from February 26, 2013, to March 5, 2013.

Program 194-S is hereby amended to the extent that the following information regarding the comments forms is to be included in the contract as such:

On page 5 of 13, under "Number of Pages," add:

Comments Form: Face only.

On page 8 of 13, under "Printing and Variable Imaging," add:

Comments Form: Print face only in black ink only. Printing consists of text matter only.

Remainder of specifications same. Acknowledge on bid or amend bid by letter to U.S. Government Printing Office -- Bid Section, -- Room C-161, Stop: PPSB, -- Washington, DC 20404-0001, M/F: Program number, bid opening time and date. Failure to acknowledge receipt of this amendment, by amendment number, prior to bid opening time, may be reason for bid being judged nonresponsive.

Authorized by:

ROLAND D. WHITEHURST
Contracting Officer, AST 4
Customer Services

Written by: mrn

U.S. GOVERNMENT PRINTING OFFICE

Washington, DC

GENERAL TERMS, CONDITIONS, AND SPECIFICATIONS

For the Procurement of

Veterans Health Benefits Survey Mailers

as requisitioned from the U.S. Government Printing Office (GPO) by the

Department of Veterans Affairs

Single Award

TERM OF CONTRACT: The term of this contract is for the period beginning Date of Award and ending January 31, 2014, plus up to four (4) optional 12-month extension period(s) that may be added in accordance with the "OPTION TO EXTEND THE TERM OF THE CONTRACT" clause in SECTION 1 of this contract.

BID OPENING: Bids shall be publicly opened at 11:00 a.m., prevailing Washington, DC time, on February 26 2013.<B<

BID SUBMISSION: Submit bid in pre-addressed envelope furnished with solicitation or send to: U.S. Government Printing Office, Bid Section, Room C-161, STOP: PPSB, 36 H Street, NW, Washington, DC 20401. Facsimile bids in response to this solicitation are permitted. Facsimile bids may be submitted directly to the GPO Bid Section, FAX NO. (202) 512-1782. The program number and bid opening date must be specified with the bid. Refer to Facsimile Bids in Solicitation Provisions of GPO Contract Terms, GPO Publication 310.2, as revised June 2001.

THIS IS A NEW PROGRAM. THERE IS NO ABSTRACT AVAILABLE.

For information of a technical nature, call Philip Oneal at (202) 512-2130. (No collect calls.)

SECTION 1. - GENERAL TERMS AND CONDITIONS

GPO CONTRACT TERMS: Any contract which results from this Invitation for Bid will be subject to the applicable provisions, clauses, and supplemental specifications of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 6-01)) and GPO Contract Terms, Quality Assurance through Attributes Program for Printing and Binding (GPO Pub. 310.1, effective May 1979 (Rev. 8-02)).

GPO Contract Terms (GPO Publication 310.2) – <http://www.gpo.gov/pdfs/vendors/sfas/terms.pdf>.

GPO QATAP (GPO Publication 310.1) – <http://www.gpo.gov/pdfs/vendors/sfas/qatap.pdf>.

DISPUTES: GPO Publication 310.2, GPO Contract Terms, Contract Clause 5. Disputes, is hereby replaced with the June 2008 clause found at www.gpo.gov/pdfs/vendors/contractdisputes.pdf. This June 2008 clause also cancels and supersedes any other disputes language currently included in existing contractual actions.

SUBCONTRACTING: Subcontracting is allowed for the manufacturing of the envelopes only.

GPO IMPRINT REQUIREMENTS: The GPO imprint requirement, GPO Contract Terms, Supplemental Specifications, No. 9, is waived.

QUALITY ASSURANCE LEVELS AND STANDARDS: The following levels and standards shall apply to these specifications:

Product Quality Levels:

	<u>Survey Form</u>	<u>All Other Items</u>
(a) Printing (page related) Attributes:	Level II	Level III
(b) Finishing (item related) Attributes:	Level II	Level III

Inspection Levels (from ANSI/ASQC Z1.4):

- (a) Non-destructive Tests - General Inspection Level I.
- (b) Destructive Tests - Special Inspection Level S-2.

Specified Standards: The specified standards for the attributes requiring them shall be:

<u>Attribute</u>	<u>Specified Standard</u>
P-7. Type Quality and Uniformity	Prior to Production Samples/ Average Type Dimension in Publication/ Electronic Media
P-9. Solid and Screen Tint Color Match	Pantone Matching System
P-10. Process Color Match	Prior to Production Samples/ Electronic Media

OPTION TO EXTEND THE TERM OF THE CONTRACT: The Government has the option to extend the term of this contract for a period of 12 months by written notice to the contractor not later than 30 days before the contract expires. If the Government exercises this option, the extended contract shall be considered to include this clause, except, the total duration of the contract may not exceed five (5) years as a result of, and including, any extension(s) added under this clause. Further extension may be negotiated under the “EXTENSION OF CONTRACT TERM” clause. See also “ECONOMIC PRICE ADJUSTMENT” for authorized pricing adjustment(s).

EXTENSION OF CONTRACT TERM: At the request of the Government, the term of any contract resulting from this solicitation may be extended for such period of time as may be mutually agreeable to the GPO and the contractor.

ECONOMIC PRICE ADJUSTMENT: The pricing under this contract shall be adjusted in accordance with this clause, provided that in no event will any pricing adjustment be made that would exceed the maximum permissible under any law in effect at the time of the adjustment. There will be no adjustment for orders placed during the first period specified below. Pricing will thereafter be eligible for adjustment during the second and any succeeding performance period(s). For each performance period after the first, a percentage figure will be calculated as described below and that figure will be the economic price adjustment for that entire next period. Pricing adjustments under this clause are not applicable to reimbursable postage or transportation costs, or to paper, if paper prices are subject to adjustment by separate clause elsewhere in this contract.

For the purpose of this clause, performance under this contract will be divided into successive periods. The first period will extend from Date of Award to January 31, 2014, and the second and any succeeding period(s) will extend for 12 months from the end of the last preceding period, except that the length of the final period may vary. The first day of the second and any succeeding period(s) will be the effective date of the economic price adjustment for that period.

Pricing adjustments in accordance with this clause will be based on changes in the seasonally adjusted "Consumer Price Index For All Urban Consumers - Commodities Less Food" (Index) published monthly in the CPI Detailed Report by the U.S. Department of Labor, Bureau of Labor Statistics.

The economic price adjustment will be the percentage difference between Index averages as specified in this paragraph. An index called the variable index will be calculated by averaging the monthly Indexes from the 12-month interval ending three (3) months prior to the beginning of the period being considered for adjustment. This average is then compared to the average of the monthly Indexes for the 12-month interval ending October 31, 2012, called the base index. The percentage change (plus or minus) of the variable index from the base index will be the economic price adjustment for the period being considered for adjustment.

The Government will notify the contractor by contract modification specifying the percentage increase or decrease to be applied to invoices for orders placed during the period indicated. The contractor shall apply the percentage increase or decrease against the total price of the invoice less reimbursable postage or transportation costs and separately adjusted paper prices. Payment discounts shall be applied after the invoice price is adjusted.

PREAWARD SURVEY: In order to determine the responsibility of the contractor, the Government reserves the right to conduct an on-site preaward survey at the contractor's facility or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract.

ASSIGNMENT OF JACKETS, PURCHASE AND PRINT ORDERS: A GPO jacket number will be assigned and a purchase order issued to the contractor to cover work performed. The purchase order will be supplemented by an individual print order for each job placed with the contractor. The print order, when issued, will indicate the quantity to be produced and any other information pertinent to the particular order.

ORDERING: Items to be furnished under the contract shall be ordered by the issuance of print orders by the Government. Orders may be issued under the contract from Date of Award through January 31, 2014, plus for such additional period(s) as the contract is extended. All print orders issued hereunder are subject to the terms and conditions of the contract. The contract shall control in the event of conflict with any print order. A print order shall be "issued", for purposes of the contract, when it is either deposited in the U.S. Postal Service mail or otherwise furnished to the contractor in conformance with the schedule.

REQUIREMENTS: This is a requirements contract for the items and for the period specified herein. Shipment/delivery of items or performance of work shall be made only as authorized by orders issued in accordance with the clause entitled "ORDERING". The quantities of items specified herein are estimates only, and are not purchased hereby. Except as may be otherwise provided in this contract, if the Government's requirements for the items set forth herein do not result in orders in the amounts or quantities described as "estimated", it shall not constitute the basis for an equitable price adjustment under this contract.

Except as otherwise provided in this contract, the Government shall order from the contractor all the items set forth which are required to be purchased by the Government activity identified on page 1.

The Government shall not be required to purchase from the contractor, requirements in excess of the limit on total orders under this contract, if any.

Orders issued during the effective period of this contract and not completed within that time shall be completed by the contractor within the time specified in the order, and the rights and obligations of the contractor and the Government respecting those orders shall be governed by the terms of this contract to the same extent as if completed during the effective period of this contract.

If shipment/delivery of any quantity of an item covered by the contract is required by reason of urgency prior to the earliest date that shipment/delivery may be specified under this contract, and if the contractor will not accept an order providing for the accelerated shipment/delivery, the Government may procure this requirement from another source.

The Government may issue orders which provide for shipment/delivery to or performance at multiple destinations.

Subject to any limitations elsewhere in this contract, the contractor shall furnish to the Government all items set forth herein which are called for by print orders issued in accordance with the "ORDERING" clause of this contract.

SECURED HANDLING FOR DISTRIBUTION LISTS: Proper control and handling for the distribution lists furnished by the Government must be maintained at all times to prevent any distribution information required to mail the products ordered under these specifications from falling into the hands of unauthorized persons. Unless otherwise stated herein, all extra copies, materials, waste, etc., must be destroyed in a method that will prevent disclosure of contents or reconstruction of data or printed products.

SECTION 2. - SPECIFICATIONS

SCOPE: These specifications cover the production of mailers consisting of a cover letter, survey introduction letter, survey form, comments form, a Business Reply envelope, and mailing envelope, requiring such operations as electronic prepress, printing (including four-color process), variable imaging, binding, packing, and distribution.

TITLE: Veterans Health Benefits Survey Mailers.

FREQUENCY OF ORDERS: Monthly.

NOTE: The first print order placed will be for the prior to production samples only and will be placed immediately after award. Once the prior to production samples have been approved, orders for actual production will be placed monthly.

QUANTITY: Approximately 1,000 to 2,400 mailers per order.

NUMBER OF PAGES:

Cover Letter: Face only.

Survey Introduction Letter: Face and back.

Survey Form: Face only.

TRIM SIZES:

Letters and Forms: 8-1/2 x 11".

Business Reply Envelope: 8-3/4 x 11-1/4", plus flap (catalog style).

Mailing Envelope: 9 x 12", plus flap (with window) (catalog style).

GOVERNMENT TO FURNISH: Electronic media for the static text matter will be furnished via email or FTP at the beginning of the contract to be held for reuse throughout the term of the contract. Any changes that may occur to the static text matter will be emailed with the individual print order.

Electronic media will be furnished as follows –

Platform: Macintosh OS X.

Storage Media: Email; FTP.

Software: Adobe InDesign CS6 and Adobe Acrobat 5 (or higher) for Cover Letter.
Adobe Acrobat 5 (or higher) for remaining items in mailer.

All platform system and software upgrades (for specified applications) which may occur during the term of the contract must be supported by the contractor.

Fonts: All fonts will be furnished/embedded.

The contractor is cautioned that furnished fonts are the property of the Government and/or its originator. All furnished fonts are to be eliminated from the contractor's archive immediately after completion of the order.

Additional

Information: Files will be furnished in native application and/or PDF format.

All illustrations, graphics, and/or signature will be furnished in place in furnished files.

GPO Form 952 (Desktop Publishing - Disk Information).

Distribution will be furnished as a Microsoft Excel (2007) and/or delimited text file via email with the individual

print order.

One reproduction proof, Form 905 (R. 6/03), with labeling and marking specifications.

Identification markings such as register marks, commercial identification marks of any kind, etc., carried in electronic files, must not print on finished product.

EXHIBITS: The facsimiles of sample pages shown as Exhibits A through D are representative of the requirements which will be ordered under this contract. However, it cannot be guaranteed that future orders will correspond exactly to these exhibits.

CONTRACTOR TO FURNISH: All materials and operations, other than those listed under “GOVERNMENT TO FURNISH,” necessary to produce the products in accordance with these specifications.

ELECTRONIC PREPRESS: Prior to image processing, the contractor shall perform a basic check (preflight) of the furnished media and publishing files to assure correct output of the required production image. Any errors, media damage, or data corruption that might interfere with proper file image processing must be reported to the ordering agency specified on the print order.

The contractor shall create or alter any necessary trapping, set proper screen angles and screen frequency, and define file output selection for the imaging device being utilized. Furnished files must be imaged as necessary to meet the assigned quality level.

When required by the Government, the contractor shall make minor revisions to the electronic files. It is anticipated that the Government will make all major revisions.

Prior to making revisions, the contractor shall copy the furnished files and make all changes to the copy.

Upon completion of the contract, the contractor must furnish final production native application files (digital deliverables) with the furnished material. The digital deliverables must be an exact representation of the final printed product and shall be returned on the same type of storage media as was originally furnished. The Government will not accept, as digital deliverables, PostScript files, Adobe Acrobat Portable Document Format (PDF) files, or any proprietary file formats other than those supplied, unless specified by the Government. (The Government will accept Adobe Acrobat Portable Document Format (PDF) files as digital deliverables when furnished by the Government.)

PRIOR TO PRODUCTION SAMPLES (First print order placed): Prior to the commencement of production of the contract production quantity, the contractor shall submit to the Government not less than 10 printed and packaged prior to production sample mailers. All sample mailer items shall be printed, bound, constructed, collated, and inserted into mailing envelope, as specified herein. DO NOT SEAL ENVELOPES.

NOTE: Generic information will be furnished by the ordering agency in place of live variable data for the Cover Letter.

The container and accompanying documentation shall be marked “PRIOR TO PRODUCTION SAMPLES” and shall include the GPO Purchase Order, Jacket, Program, and Print Order number.

All sample mailer items are to be printed on the required paper as specified under “STOCK/PAPER.”

All sample mailer items shall be produced and inserted into mailing envelope, as specified and must be of the size, kind, and quality that the contractor will furnish. Samples will be inspected and tested for conformance of materials and must comply with the specifications as to printing and binding quality, construction, kind and quality of materials.

NOTE: Survey form samples will be tested on Fujitsu fi5650C scanner with SNAP survey software loaded.

Submit five (5) sample mailers to one address in Atlanta, GA, and five (5) sample mailers to one address in Fredericksburg, VA. Complete addresses to be specified on the print order.

The contractor is to deliver all sample mailers via traceable means.

The contractor must submit the sample mailers within 15 workdays of receipt of print order and furnished materials.

The Government will approve, conditionally approve, or disapprove the samples within three (3) workdays of the receipt thereof. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons therefore.

If the Government disapproves of the samples, the Government may require the contractor to submit additional samples for inspection under the time, terms, and conditions specified in the notice of rejection. Such additional samples shall be furnished, and necessary changes made, at no additional cost to the Government and with no extension in the shipping schedule. The Government will require the time specified above to inspect and test any additional samples required.

In the event that the samples are disapproved by the Government, the contractor shall be deemed to have failed to make delivery within the meaning of the default clause in which event this contract shall be subject to termination for default, provided however, that the failure of the Government to terminate the contract for default in such event shall not relieve the contractor of the responsibility to deliver the contract quantities in accordance with the shipping schedule.

In the event the Government fails to approve, conditionally approve, or disapprove the samples within the time specified, the Contracting Officer shall automatically extend the shipping schedule in accordance with article 12 "Notice of Compliance with Schedules" of contract clauses in GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 6-01)).

Manufacture of the final product prior to approval of the sample mailers submitted is NOT allowed. Samples will not be returned to the contractor. All costs, including the costs of all sample mailers, shall be included in the contract price for the production quantity.

All samples shall be manufactured at the facilities and on the equipment in which the contract production quantities are to be manufactured.

STOCK/PAPER: The specifications of all paper furnished must be in accordance with those listed herein or listed for the corresponding JCP Code numbers in the "Government Paper Specification Standards No. 12" dated March 2011.

Government Paper Specification Standards No. 12 – http://www.gpo.gov/pdfs/customers/sfas/vol12/vol_12.pdf.

Color of paper furnished shall be of a uniform shade and a close match by visual inspection of the JCP and/or attached color sample(s). The Contracting Officer reserves the right to reject shipments of any order printed on paper the color of which, in his opinion, materially differs from that of the color sample(s).

All paper used in each mailer must be of a uniform shade.

Letters and Comments Form: White Writing, basis weight: 20 lbs. per 500 sheets, 17 x 22", equal to JCP Code D10.

Survey Forms: White Writing, 17 x 22", equal to JCP Code D10. EXCEPTION: Basis weight: 24 lbs. per 500 sheets.

Envelopes: Light-brown (Kraft Shade), basis weight: 28 lbs. per 500 sheets, 17 x 22", equal to JCP Code V10.

PRINTING AND VARIABLE IMAGING:

Cover Letter: Print face only in black and Pantone 541 (Blue). Printing consists of text matter, line illustration (agency seal/logo), and signature. Image in black only. Imaging consists of text matter only for the recipient mailing address and salutation line. NOTE: At contractor's option, digital printing using pigment-based ink, electro inks, or soy inks may be used to produce the cover letters (inkjet and toner based inks are not acceptable) with a minimum of 812 x 812 resolution.

Survey Introduction Letter: Print face and back in black in only. Printing consists of text matter, rules, and line illustration (agency seal).

Survey Form: Print face only in four-color process. Printing consists of text matter and line illustrations (agency seal/logo).

Business Reply Envelope: Print face only (after manufacture) in black and Pantone 185 (Red). Printing consists of text matter, line illustrations, and bar code.

Mailing Envelope: Print face only (after manufacture) in black ink only. Printing consists of text matter and line illustration (agency seal/logo).

Printing on all envelopes shall be in accordance with the requirements for the style envelope ordered. All printing shall comply with all applicable U.S. Postal Service regulations. The envelope shall accept printing without feathering or penetrating to the reverse side.

NOTE: GPO imprint is waived and must not print on any of the finished products.

MARGINS: Margins will be as indicated on the print order or furnished electronic copy, unless otherwise specified.

BINDING: Letters and forms trim four sides.

CONSTRUCTION (Envelopes):

Business Reply Envelope (Catalog Style): Envelopes are open end with center seam and gummed fold-over flap for sealing. Flap depth is at contractor's option, but must comply with all USPS requirements. Flap must be coated with suitable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope and permit easy opening by the recipient.

Mailing Envelope: Envelopes are open end with center seam and gummed fold-over flap for sealing. Flap depth is at contractor's option, but must comply with all USPS requirements. Flap must be coated with suitable glue that will securely seal the envelope without adhering to contents, not permit resealing of the envelope and permit easy opening by the recipient.

Face of envelope to contain one die-cut address window (2 x 3-1/2" in size) with slightly rounded corners. Die cut window is to be located 7/8" from the bottom edge of the envelope and 3" from the left edge of the envelope (the long dimension of the window is to be parallel to the short dimension of the envelope).

Window is to be covered with a suitable poly-type, transparent, low gloss material that must be clear of smudges, lines, and distortions. Poly-type material must be securely affixed to the inside of the envelope so as not to interfere with insertion of contents. Window material must meet the current USPS readability standards/requirements.

COLLATING AND INSERTING: Collate items of mailer with all faces forward, in the following order: cover letter, survey introduction letter, survey form, comments form, and Business Reply envelope.

Insert items FLAT into mailing envelope with recipient's name and address on cover letter facing out for visibility through envelope window.

It is the contractor's responsibility to assure that only the address and delivery point bar code on the cover letter will be visible through the envelope window and that only one copy of each item is inserted into mailing envelope.

Seal envelopes.

DISTRIBUTION: Mail f.o.b. contractor's city each individual mailer - *reimbursable*. (NOTE: The contractor is responsible for all costs incurred in transporting the mailers to the U.S. Postal Service facility.)

All mailing shall be made at the Presorted First Class Rate.

Contractor is required to apply the appropriate postage to each mailing. Contractor will be reimbursed for postage by submitting a properly completed postal service form (or equivalent) with billing invoice for payment.

CASS Certification – Contractor is required to perform the Coding Accuracy Support System (CASS) certification using USPS certified ZIP+4 software to generate ZIP+4 Codes and Delivery Point Barcodes. Contractor is required to furnish USPS with any required CASS certificates. All related costs to perform this operation must be included in submitted bid pricing. No additional reimbursement will be authorized.

NCOA Certification – In accordance with United States Postal Service (USPS) regulations, contractor will be required to run distribution files on each order through the National Change of Address (NCOA) service database to verify addresses are NCOA certified, as required. Contractor is required to furnish USPS with required NCOA certification to achieve the required postal discounts. All related costs to perform this operation must be included in submitted bid pricing. No additional reimbursement will be authorized.

NOTE: Contractor is responsible for making any necessary changes to mailing addresses as a result of the CASS and NCOA operations.

All copies mailed must conform to the appropriate regulations in the U. S. Postal Service manuals for "Domestic Mail" or "International mail" as applicable.

NOTE: Upon completion of each order, contractor is to destroy the furnished distribution list. Under no circumstances will the distribution list furnished by the Government be used for any purpose other than for producing mailers for the intended recipients under this contract. Distribution lists may NOT be re-used or sold. (See "SECURED HANDLING FOR DISTRIBUTION LISTS" specified herein.)

Upon completion of each order, contractor must notify the ordering agency (on the same day the order mails) via email to the address indicated on the print order. The subject line of the email shall be "Distribution Notice for Program 194-S, Print Order XXXXX, Jacket Number XXX-XXX." The notice must provide: a) all applicable tracking numbers and mailing method; b) all address changes required by CASS and NCOA software; c) all addresses reported as undeliverable by CASS and NCOA software; d) any other reason for any mailer being undeliverable; and, e) completion of mailing with all postal receipts indicating number of pieces mailed and mailing date.

All expenses incidental to submitting prior to production samples must be borne by the contractor.

SCHEDULE: Adherence to this schedule must be maintained. Contractor must not start production of any job prior to receipt of the individual print order (GPO Form 2511).

Print order and furnished material will be provided via email or FTP.

No definite schedule for pickup of material can be predetermined.

The following schedule begins the workday after notification of the availability of print order and furnished material; the workday after notification will be the first workday of the schedule.

Contractor must complete production and distribution within 10 workdays of notification of the availability of print order and furnished material.

The ship/deliver date indicated on the print order is the date products ordered for mailing f.o.b. contractor's city must be delivered to the U.S. Postal Service.

Unscheduled material such as shipping documents, receipts or instructions, delivery lists, labels, etc., will be furnished with each order or shortly thereafter. In the event such information is not received in due time, the contractor will not be relieved of any responsibility in meeting the shipping schedule because of failure to request such information.

Upon completion of each order, the contractor is to notify the U.S. Government Printing Office of the date of shipment (or delivery, if applicable). Call (202) 512-0516 or 0520; callers outside the Washington, DC area may call toll free 1-800-424-9470 or 9471.

SECTION 3. - DETERMINATION OF AWARD

The Government will determine the lowest bid by applying the prices offered in the "SCHEDULE OF PRICES" to the following units of production which are the estimated requirements to produce one (1) year's production under this contract. These units do not constitute, nor are they to be construed as, a guarantee of the volume of work which may be ordered for a like period of time.

The following item designations correspond to those listed in the "SCHEDULE OF PRICES."

	(1)	(2)
I.	12	204

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SECTION 4. - SCHEDULE OF PRICES

Bids offered are f.o.b. contractor's city.

Prices must include the cost of all required materials and operations for each item listed in accordance with these specifications.

Bidder must make an entry in each of the spaces provided. Bids submitted with any obliteration, revision, or alteration of the order and manner of submitting bids may be declared non-responsive.

An entry of NC (No Charge) shall be entered if bidder intends to furnish individual items at no charge to the Government. Bids submitted with NB (No Bid) or blank spaces for an item may be declared non-responsive.

The Contracting Officer reserves the right to reject any offer that contains prices for individual items of production (whether or not such items are included in the DETERMINATION OF AWARD) that are inconsistent or unrealistic in regard to other prices in the same offer or to GPO prices for the same operation if such action would be in the best interest of the Government.

All invoices submitted to the GPO shall be based on the most economical method of production.

Fractional parts of 100 will be prorated at the per-100 rate.

I. COMPLETE PRODUCT: Prices offered shall include the cost of all required materials and operations necessary (including prior to production samples and paper) for the complete production and distribution of the products listed in accordance with these specifications.

Makeready
and/or Setup
(1)

Running Per
100 Copies
(2)

Per Complete Mailer\$_____ \$_____

INSTRUCTIONS FOR BID SUBMISSION: Fill out "SECTION 4.-SCHEDULE OF PRICES," initialing or signing each page in the space(s) provided. Submit two copies (original and one exact duplicate) of the "SCHEDULE OF PRICES" with two copies of the GPO Form 910 "BID" form. Do not enter bid prices on GPO Form 910; prices entered in the "SCHEDULE OF PRICES" will prevail.

Bidder _____

(City - State)

By _____
(Signature and title of person authorized to sign this bid)

(Person to be contacted)

(Telephone Number)

EXHIBIT A Cover Letter

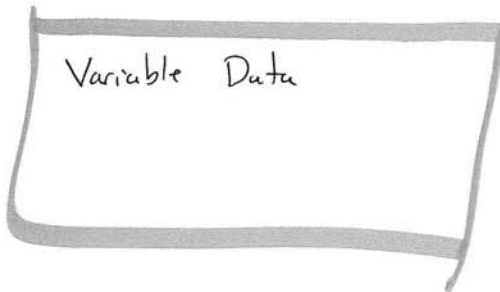
VA



U.S. Department
of Veterans Affairs

Health Eligibility Center
2957 Clairmont Rd, Suite 200
Atlanta, GA 30329-1647

In Reply Refer to: 742-0M



Dear **Variable Data**

The Department of Veterans Affairs (VA) Health Eligibility Center (HEC) staff wants your input on the Veterans Health Benefits Handbook you recently received. Your completion of the enclosed survey will help VA identify how to improve the handbook to make it more useful for you and other Veterans.

This survey is confidential. Your decision regarding participation will not affect your current or future benefits.

Your assistance is greatly appreciated. If you have any questions about this request or need assistance, please call us toll free at 1-877-222-VETS (8387) Monday through Friday from 8 a.m. until 8 p.m. Eastern time.

Thank you for your service.

Sincerely,

A handwritten signature in cursive script that reads "Tony A. Guagliardo".

Tony Guagliardo
Director

Enclosure

EXHIBIT B

Survey Introduction Letter - Face

OMB approval number: 2900-0773
Estimated Burden: 15 minutes



U.S. DEPARTMENT OF VETERANS AFFAIRS VETERANS HEALTH ADMINISTRATION

SURVEY OF VETERANS' SATISFACTION WITH SERVICE WITH THE ENROLLMENT AND ELIGIBILITY PROCESS

Thank you for your help with this important project. This booklet contains questions about the Veterans Health Benefits Handbook.

To assist in determining whether you should proceed with this survey, please read and answer this question first.

According to our records, the Health Eligibility Center recently mailed you a copy of the Veterans Health Benefits Handbook. Do you recall receiving the Handbook?

(Completely shade only one box below)

Yes (**Continue** on the next page with the instructions for filling out the questionnaire. Then continue to Question 1 on Page 1 and complete the questionnaire.)

☐

No (**Stop.** You do not have to complete the rest of this questionnaire, but please return the questionnaire in the enclosed postage -paid envelope.)

☐

Again, we thank you for helping the Health Eligibility Center to provide better service to veterans.

EXHIBIT B

Survey Introduction Letter - Back

OMB Control Number: 2900-0773
Paperwork Reduction Act Statement

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The information you supply will be confidential and protected by the Privacy Act of 1974 (5 U. S.C. 522a) and the VA's confidentiality statute (38 U.S.C. 5701) as implemented by 38 CFR 1.526(a) and 38 CFR 1.57 (b). Disclosure of information involves release of statistical data and other non-identifying data for the improvement of services within the VA health care processing system and associated administrative purposes. If you have comments regarding this burden estimate or any aspects of this collection of information, call 1-800-929-VETS for mailing information on where to send your comments.

Instructions

- Use a pencil or black pen.
- Please SHADE your answer box completely
- Mark only one box for each question, unless it tells you to “mark all that apply”.
- To maintain confidentiality, please do not include your name, address, claim number or any other identifying information.
- When you have completed the survey, please do not fold or staple, place it in the enclosed postage-paid envelope and put it in the mail.



U.S. Department
of Veterans Affairs

Veterans Health Benefits Handbook Questionnaire

Q1 How well do you understand the information provided in the handbook?

Very well ☐
Fairly well ☐
Somewhat ☐
Not very well ☐
Not at all ☐

Q2 How accurate and complete is the information in the handbook, based on your specific VHA health care eligibility?

Very accurate ☐
Fairly accurate ☐
Somewhat accurate ☐
Not very accurate ☐
Not accurate at all ☐

Q3 How well did the information in the handbook meet your expectations?

Very well ☐
Fairly well ☐
Somewhat ☐
Not very well ☐
Not at all ☐

Q4 How satisfied are you with the Veterans Health Benefits Handbook?

Very satisfied ☐
Fairly satisfied ☐
Somewhat satisfied ☐
Not very satisfied ☐
Not satisfied at all ☐

Q5 What is your VA Healthcare Enrollment Priority Group?

Priority Group 1 ☐
Priority Group 2 ☐
Priority Group 3 ☐
Priority Group 4 ☐
Priority Group 5 ☐
Priority Group 6 ☐
Priority Group 7 ☐
Priority Group 8 ☐
I am not sure ☐

Q6 What is your gender?

Female ☐
Male ☐
N/A ☐

Q7 What is your age?

<25 ☐
25 - 30 ☐
31 - 40 ☐
41 - 50 ☐
51 - 60 ☐
61 - 70 ☐
>70 ☐